### Survey (CAHPSTM 3.0H) Results for

### Central Texas Plans

### The counties included in the Central Texas area are:

Bastrop	Burnet	Grimes	Leon	Mills
Bell	Caldwell	Hamilton	Limestone	Robertson
Blanco	Coryell	Hays	Llano	San Saba
Bosque	Falls	Hill	Madison	Travis
Brazos	Fayette	Lampasas	McLennan	Washington
Burleson	Freestone	Lee	Milam	Williamson



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the Central Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the Central Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2005.

### How people rated their health plan

Survey (CAHPSTM3.0H) Results

Percentage who rated their plan **6 or lower** 

Percentage who rated their plan **7 or 8** 

Percentage who rated their plan **9 or 10** 

The bar graphs show answers to a survey question that asked people to rate their health plan on a scale from:

**0** = "worst health plan possible" to **10** = "best health plan possible"

STATE AVERAGE	20%	38%	42%
<sup>1</sup> Aetna Health Inc. (Austin)	24%	43%	33%
<sup>1</sup> Aetna Health Inc. (Dallas/Ft Worth)	19%	42%	39%
<sup>1</sup> Aetna Health Inc. (Houston)	21%	41%	39%
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)		Failure to report by service areas a Chapter 108.009 (o) of Texas Health	
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Houston/South Tx)		Failure to report by service areas a Chapter 108.009 (o) of Texas Health	
FIRSTCARE (Waco)	19%	32%	50%
Great-West Healthcare of Texas (Austin/Dallas/Houston)	22%	35%	43%
HMO Blue Texas (Austin)	15%	45%	40%
HMO Blue Texas (CorpusChristi/Rio Grande/San Antonio)	18%	41%	41%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### How people rated their health plan

Survey (CAHPSTM3.0H) Results

Percentage who rated their plan **6 or lower** 

Percentage who rated their plan **7 or 8** 

Percentage who rated their plan **9 or 10** 

The bar graphs show answers to a survey question that asked people to rate their health plan on a scale from:

**0** = "worst health plan possible" to **10** = "best health plan possible"

STATE AVERAGE	20%	38%	42%
HMO Blue Texas (Dallas/Ft Worth)	16%	40%	44%
HMO Blue Texas (East/West Texas)	14%	38%	48%
HMO Blue Texas (Houston)	29%	40%	31%
Humana Health Plan of Texas (Austin)	23%	42%	35%
Humana Health Plan of Texas (Houston)	26%	44%	30%
Humana Health Plan of Texas (San Antonio)	18%	32%	50%
Traine Trainer Trainer (Jun Americania)	10 /0	<b>02</b> /0	30,0
PacifiCare of Texas (Austin/Dallas)	10 /0	37%	47%
	16%		
PacifiCare of Texas (Austin/Dallas)	16%	37%	47%
PacifiCare of Texas (Austin/Dallas)  Scott and White Health Plan (Central Texas)	16%	37%	47% 52%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### How people rated their health care

Survey (CAHPSTM3.0H) Results

Percentage who rated their care **6 or lower** 

Percentage who rated their care **7 or 8** 

Percentage who rated their care **9 or 10** 

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

**0** = "worst health care possible" to **10** = "best health care possible"

STATE AVERAGE	12%	34%	54%	
<sup>1</sup> Aetna Health Inc. (Austin)	9%	37%	54%	
<sup>1</sup> Aetna Health Inc. (Dallas/Ft Worth)	12%	34%	55%	
<sup>1</sup> Aetna Health Inc. (Houston)	11%	31%	57%	
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)	Failure to report by service areas as required by Chapter 108.009 (o) of Texas Health & Safety Code.			
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Houston/South Tx)	Failure to report by service areas as required by Chapter 108.009 (o) of Texas Health & Safety Code.			
FIRSTCARE (Waco)	12%	27%	61%	
Great-West Healthcare of Texas (Austin/Dallas/Houston)	13%	34%	53%	
HMO Blue Texas (Austin)	7	41%	52%	
HMO Blue Texas (CorpusChristi/Rio Grande/San Antonio)	13%	34%	52%	

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### How people rated their health care

Survey (CAHPSTM3.0H) Results

Percentage who rated their care 6 or lower

Percentage who rated their care **7 or 8** 

Percentage who rated their care **9 or 10** 

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

**0** = "worst health care possible" to **10** = "best health care possible"

STATE AVERAGE	12%	34%	54%
HMO Blue Texas (Dallas/Ft Worth)	11%	36%	53%
HMO Blue Texas (East/West Texas)	13%	35%	52%
HMO Blue Texas (Houston)	18%	39%	42%
Humana Health Plan of Texas (Austin)	10%	35%	54%
Humana Health Plan of Texas (Houston)	16%	42%	42%
Humana Health Plan of Texas (San Antonio)	13%	29%	59%
Humana Health Plan of Texas (San Antonio) PacifiCare of Texas (Austin/Dallas)		33%	59% 56%
	11%		
PacifiCare of Texas (Austin/Dallas)	11%	33%	56%
PacifiCare of Texas (Austin/Dallas)  Scott and White Health Plan (Central Texas)	11% 13%	33%	56% 57%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### How people rated their doctor or nurse

Survey (CAHPSTM3.0H) Results

Percentage who rated their doctor or nurse

6 or lower

Percentage who rated their doctor or nurse **7 or 8** 

Percentage who rated their doctor or nurse

9 or 10

The bar graphs show answers to a survey question that asked people to rate their doctor or nurse on a scale from:

**0** = "worst personal doctor or nurse possible" to **10** = "best personal doctor or nurse possible"

STATE AVERAGE	12%	34%	54%
<sup>1</sup> Aetna Health Inc. (Austin)	10%	41%	49%
<sup>1</sup> Aetna Health Inc. (Dallas/Ft Worth)	13%	31%	56%
<sup>1</sup> Aetna Health Inc. (Houston)	9%	37%	53%
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)			ervice areas as required by Fexas Health & Safety Code.
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Houston/South Tx)			ervice areas as required by Fexas Health & Safety Code.
FIRSTCARE (Waco)	7	31%	62%
Great-West Healthcare of Texas (Austin/Dallas/Houston)	13%	32%	55%
HMO Blue Texas (Austin)	9%	39%	52%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### How people rated their doctor or nurse

Survey (CAHPSTM3.0H) Results

Percentage who rated their doctor or nurse

6 or lower

Percentage who rated their doctor or nurse
7 or 8

Percentage who rated their doctor or nurse
9 or 10

The bar graphs show answers to a survey question that asked people to rate their doctor or nurse on a scale from:

**0** = "worst personal doctor or nurse possible" to **10** = "best personal doctor or nurse possible"

STATE AVERAGE	12%	34%	54%
HMO Blue Texas (Dallas/Ft Worth)	14%	39%	47%
HMO Blue Texas (East/West Texas)	15%	32%	54%
HMO Blue Texas (Houston)	17%	35%	48%
Humana Health Plan of Texas (Austin)	10%	38%	51%
Humana Health Plan of Texas (Houston)	15%	40%	45%
Humana Health Plan of Texas (San Antonio)	9%	31%	59%
Humana Health Plan of Texas (San Antonio)  PacifiCare of Texas (Austin/Dallas)	<b>J</b> /0	31%	59% 54%
	12%		
PacifiCare of Texas (Austin/Dallas)	12% 9%	34%	54%
PacifiCare of Texas (Austin/Dallas)  Scott and White Health Plan (Central Texas)	12% 9% 15%	34%	54% 60%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### How people rated their specialist

Survey (CAHPSTM3.0H) Results

Percentage who rated their specialist 6 or lower

Percentage who rated their specialist 7 or 8

Percentage who rated their specialist 9 or 10

The bar graphs show answers to a survey question that asked people to rate their specialist on a scale from:

**0** = "worst specialist possible" to **10** = "best specialist possible"

STATE AVERAGE	12%	29%	59%	
<sup>1</sup> Aetna Health Inc. (Austin)	15%	33%	52%	
<sup>1</sup> Aetna Health Inc. (Dallas/Ft Worth)	16%	30%	54%	
<sup>1</sup> Aetna Health Inc. (Houston)	13%	29%	58%	
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)	Failure to report by service areas as required by Chapter 108.009 (o) of Texas Health & Safety Code.			
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Houston/South Tx)	Failure to report by service areas as required by Chapter 108.009 (o) of Texas Health & Safety Code.			
FIRSTCARE (Waco)	11%	27%	61%	
Great-West Healthcare of Texas (Austin/Dallas/Houston)	16%	36%	48%	
HMO Blue Texas (Austin)	10%	34%	56%	
HMO Blue Texas (CorpusChristi/Rio Grande/San Antonio)	10%	33%	56%	

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### How people rated their specialist

Survey (CAHPSTM3.0H) Results

Percentage who rated their specialist 6 or lower

Percentage who rated their specialist 7 or 8

Percentage who rated their specialist 9 or 10

The bar graphs show answers to a survey question that asked people to rate their specialist on a scale from:

**0** = "worst specialist possible" to **10** = "best specialist possible"

STATE AVERAGE	12%	29%	59%
HMO Blue Texas (Dallas/Ft Worth)	14%	33%	53%
HMO Blue Texas (East/West Texas)	13%	21%	67%
HMO Blue Texas (Houston)	19%	35%	46%
Humana Health Plan of Texas (Austin)	8	28%	64%
Humana Health Plan of Texas (Houston)	18%	25%	56%
Humana Health Plan of Texas (San Antonio)	13%	29%	59%
PacifiCare of Texas (Austin/Dallas)	11%	24%	65%
Scott and White Health Plan (Central Texas)	15%	29%	56%
<sup>1</sup> UNICARE Health Plans (Southeast Texas)	11%	25%	64%
<sup>1</sup> United Healthcare of Texas, Inc. (Austin/San Antonio)	9%	26%	64%
<sup>1</sup> United Healthcare of Texas, Inc. (Corpus Christi/Houston)	10%	31%	59%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### Getting care that is needed

Survey (CAHPSTM3.0H) Results

Percentage who said they had BIG problems getting care they needed Percentage who said they had SMALL problems getting care they needed Percentage who said they had NO problems getting care they needed

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE	7 14%	79%
<sup>1</sup> Aetna Health Inc. (Austin)	8 18%	74%
<sup>1</sup> Aetna Health Inc. (Dallas/Ft Worth)	9% 18%	73%
<sup>1</sup> Aetna Health Inc. (Houston)	8 16%	76%
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)		ilure to report by service areas as required by pter 108.009 (o) of Texas Health & Safety Code.
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Houston/South Tx)		ilure to report by service areas as required by pter 108.009 (o) of Texas Health & Safety Code.
FIRSTCARE (Waco)	6 11%	82%
Great-West Healthcare of Texas (Austin/Dallas/Houston)	8 16%	76%
HMO Blue Texas (Austin)	6 16%	78%
HMO Blue Texas (CorpusChristi/Rio Grande/San Antonio)	6 17%	77%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### Getting care that is needed

Survey (CAHPSTM3.0H) Results

Percentage who said they had **BIG** problems getting care they needed

Percentage who said they had SMALL problems getting care they needed

Percentage who said they had **NO problems** getting care they needed

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE	7 14%	79%
HMO Blue Texas (Dallas/Ft Worth)	7 13%	81%
HMO Blue Texas (East/West Texas)	7 15%	78%
HMO Blue Texas (Houston)	12% 17%	71%
Humana Health Plan of Texas (Austin)	6 14%	80%
Humana Health Plan of Texas (Houston)	9% 21%	71%
Humana Health Plan of Texas (San Antonio)	5 14%	81%
PacifiCare of Texas (Austin/Dallas)	5 13%	83%
Scott and White Health Plan (Central Texas)	5 13%	82%
<sup>1</sup> UNICARE Health Plans (Southeast Texas)	8 18%	74%
<sup>1</sup> United Healthcare of Texas, Inc. (Austin/San Antonio)	411%	85%
<sup>1</sup> United Healthcare of Texas, Inc. (Corpus Christi/Houston)	410%	86%

Due to rounding, percentages may not add up to 100%.

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### Getting care without long waits

Survey (CAHPSTM3.0H) Results

Percentage who said they sometimes or never got care without long waits Percentage who said they **usually** got care without long waits

Percentage who said they **always** got care without long waits

The bar graphs show answers to survey questions that asked people how often they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE	24%	30%	46%
<sup>1</sup> Aetna Health Inc. (Austin)	19%	34%	47%
<sup>1</sup> Aetna Health Inc. (Dallas/Ft Worth)	22%	30%	48%
<sup>1</sup> Aetna Health Inc. (Houston)	24%	34%	42%
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)		Failure to report by service ar Chapter 108.009 (o) of Texas He	
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Houston/South Tx)		Failure to report by service ar Chapter 108.009 (o) of Texas He	
FIRSTCARE (Waco)	17%	31%	51%
Great-West Healthcare of Texas (Austin/Dallas/Houston)	25%	26%	49%
HMO Blue Texas (Austin)	20%	29%	51%
HMO Blue Texas (CorpusChristi/Rio Grande/San Antonio)	27%	29%	44%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### Getting care without long waits

Survey (CAHPSTM3.0H) Results

Percentage who said they sometimes or never got care without long waits

Percentage who said they **usually** got care without long waits

Percentage who said they always got care without long waits

The bar graphs show answers to survey questions that asked people how often they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE	24%	30%	46%
HMO Blue Texas (Dallas/Ft Worth)	21%	28%	51%
HMO Blue Texas (East/West Texas)	24%	31%	45%
HMO Blue Texas (Houston)	30%	32%	38%
Humana Health Plan of Texas (Austin)	22%	33%	45%
Humana Health Plan of Texas (Houston)	31%	27%	42%
Humana Health Plan of Texas (San Antonio)	25%	28%	47%
PacifiCare of Texas (Austin/Dallas)	19%	30%	51%
Scott and White Health Plan (Central Texas)	22%	34%	44%
<sup>1</sup> UNICARE Health Plans (Southeast Texas)	26%	31%	43%
<sup>1</sup> United Healthcare of Texas, Inc. (Austin/San Antonio)	20%	33%	47%
<sup>1</sup> United Healthcare of Texas, Inc. (Corpus Christi/Houston)	21%	34%	45%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### Handling of claims quickly and correctly

Survey (CAHPSTM3.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly Percentage who said their plan usually handled claims quickly and correctly Percentage who said their plan **always** handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people how often their health plan:

- · Handled claims in a reasonable time.
- · Handled claims correctly.

STATE AVERAGE	10%	33%	57%
<sup>1</sup> Aetna Health Inc. (Austin)	7	36%	57%
<sup>1</sup> Aetna Health Inc. (Dallas/Ft Worth)	9%	38%	53%
<sup>1</sup> Aetna Health Inc. (Houston)	13%	34%	52%
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)			t by service areas as required by o) of Texas Health & Safety Code.
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Houston/South Tx)			t by service areas as required by o) of Texas Health & Safety Code.
FIRSTCARE (Waco)	5	27%	67%
Great-West Healthcare of Texas (Austin/Dallas/Houston)	11%	38%	51%
HMO Blue Texas (Austin)	9%	36%	55%
HMO Blue Texas (CorpusChristi/Rio Grande/San Antonio)	5	35%	60%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### Handling of claims quickly and correctly

Survey (CAHPSTM3.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and <u>correctly</u> Percentage who said their plan usually handled claims quickly and correctly Percentage who said their plan **always** handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people how often their health plan:

- · Handled claims in a reasonable time.
- · Handled claims correctly.

STATE AVERAGE	10%	33%	57%
HMO Blue Texas (Dallas/Ft Worth)	8	29%	63%
HMO Blue Texas (East/West Texas)	11%	29%	61%
HMO Blue Texas (Houston)	18%	27%	55%
Humana Health Plan of Texas (Austin)	15%	36%	48%
Humana Health Plan of Texas (Houston)	19%	37%	44%
Humana Health Plan of Texas (San Antonio)	13%	27%	61%
PacifiCare of Texas (Austin/Dallas)	10%	33%	57%
Scott and White Health Plan (Central Texas)	7 2	25%	68%
<sup>1</sup> UNICARE Health Plans (Southeast Texas)	20%	40%	40%
<sup>1</sup> United Healthcare of Texas, Inc. (Austin/San Antonio)	12%	36%	52%
<sup>1</sup> United Healthcare of Texas, Inc. (Corpus Christi/Houston)	11%	37%	52%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### Efficiency and helpfulness of customer service

Survey (CAHPSTM3.0H) Results

Percentage who said they had
BIG problems
with customer service

Percentage who said they had SMALL problems with customer service Percentage who said they had NO problems with customer service

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

STATE AVERAGE	8	20%	72%
<sup>1</sup> Aetna Health Inc. (Austin)	7	24%	69%
<sup>1</sup> Aetna Health Inc. (Dallas/Ft Worth)	9%	25%	66%
<sup>1</sup> Aetna Health Inc. (Houston)	6	23%	71%
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)			e to report by service areas as required by 108.009 (o) of Texas Health & Safety Code.
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Houston/South Tx)			e to report by service areas as required by 108.009 (o) of Texas Health & Safety Code.
FIRSTCARE (Waco)	7	16%	77%
Great-West Healthcare of Texas (Austin/Dallas/Houston)	8	25%	67%
HMO Blue Texas (Austin)	7	26%	67%
HMO Blue Texas (CorpusChristi/Rio Grande/San Antonio)	7	22%	71%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### Efficiency and helpfulness of customer service

Survey (CAHPSTM3.0H) Results

Percentage who said they had **BIG** problems with customer service

Percentage who said they had SMALL problems with customer service

Percentage who said they had **NO problems** with customer service

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

STATE AVERAGE	8 20%	72%	
HMO Blue Texas (Dallas/Ft Worth)	9% 21%	71%	
HMO Blue Texas (East/West Texas)	5 20%	75%	
HMO Blue Texas (Houston)	10% 22%	68%	
Humana Health Plan of Texas (Austin)	13% 20%	67%	
Humana Health Plan of Texas (Houston)	10% 19%	71%	
Humana Health Plan of Texas (San Antonio)	8 16%	75%	
PacifiCare of Texas (Austin/Dallas)	6 20%	74%	
Scott and White Health Plan (Central Texas)	5 18%	77%	
<sup>1</sup> UNICARE Health Plans (Southeast Texas)	12% 23%	65%	
<sup>1</sup> United Healthcare of Texas, Inc. (Austin/San Antonio)	11% 23%	66%	
<sup>1</sup> United Healthcare of Texas, Inc. (Corpus Christi/Houston)	8 21%	71%	

Due to rounding, percentages may not add up to 100%.

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### How well doctors communicate

Survey (CAHPSTM3.0H) Results

Percentage who said their doctors sometimes or never communicated well

Percentage who said their doctors usually communicated well

Percentage who said their doctors always communicated well

The bar graphs show answers to survey questions that asked people how often their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE	9%	29%	62%
<sup>1</sup> Aetna Health Inc. (Austin)	8%	34%	58%
<sup>1</sup> Aetna Health Inc. (Dallas/Ft Worth)	9%	32%	59%
<sup>1</sup> Aetna Health Inc. (Houston)	10%	34%	56%
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)			oort by service areas as required by 19 (o) of Texas Health & Safety Code.
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Houston/South Tx)			oort by service areas as required by 19 (o) of Texas Health & Safety Code.
FIRSTCARE (Waco)	7	25%	68%
Great-West Healthcare of Texas (Austin/Dallas/Houston)	9%	30%	61%
HMO Blue Texas (Austin)	8	25%	67%
HMO Blue Texas (CorpusChristi/Rio Grande/San Antonio)	10%	30%	60%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### How well doctors communicate

Survey (CAHPSTM3.0H) Results

Percentage who said their doctors sometimes or never communicated well

Percentage who said their doctors usually communicated well

Percentage who said their doctors always communicated well

The bar graphs show answers to survey questions that asked people how often their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE	9%	29%	62%
HMO Blue Texas (Dallas/Ft Worth)	9%	29%	62%
HMO Blue Texas (East/West Texas)	9%	27%	64%
HMO Blue Texas (Houston)	11%	36%	53%
Humana Health Plan of Texas (Austin)	9%	28%	64%
Humana Health Plan of Texas (Houston)	9%	32%	59%
Humana Health Plan of Texas (San Antonio)	11%	24%	66%
PacifiCare of Texas (Austin/Dallas)	8	25%	67%
Scott and White Health Plan (Central Texas)	7	30%	64%
<sup>1</sup> UNICARE Health Plans (Southeast Texas)	10%	28%	62%
<sup>1</sup> United Healthcare of Texas, Inc. (Austin/San Antonio)	5	37%	58%
<sup>1</sup> United Healthcare of Texas, Inc. (Corpus Christi/Houston)	6	31%	62%

Due to rounding, percentages may not add up to 100%.

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### Courtesy, respect and helpfulness of office staff

Survey (CAHPSTM3.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful

Percentage who said office staff were usually courteous, respectful, and helpful Percentage who said office staff were always courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people how often the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE	8	26%	66%
<sup>1</sup> Aetna Health Inc. (Austin)	7	29%	64%
<sup>1</sup> Aetna Health Inc. (Dallas/Ft Worth)	9%	24%	67%
<sup>1</sup> Aetna Health Inc. (Houston)	9%	30%	61%
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)			report by service areas as required by 009 (o) of Texas Health & Safety Code.
<sup>1</sup> CIGNA HealthCare of Texas, Inc. (Houston/South Tx)			report by service areas as required by 009 (o) of Texas Health & Safety Code.
FIRSTCARE (Waco)	6	23%	71%
Great-West Healthcare of Texas (Austin/Dallas/Houston)	10%	26%	64%
HMO Blue Texas (Austin)	5 2	21%	75%
HMO Blue Texas (CorpusChristi/Rio Grande/San Antonio)	9%	30%	61%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### Courtesy, respect and helpfulness of office staff

Survey (CAHPSTM3.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful

Percentage who said office staff were usually courteous, respectful, and helpful Percentage who said office staff were always courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people how often the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE	8% 26%	66%
HMO Blue Texas (Dallas/Ft Worth)	9% 25%	67%
HMO Blue Texas (East/West Texas)	9% 21%	70%
HMO Blue Texas (Houston)	11% 25%	63%
Humana Health Plan of Texas (Austin)	6 26%	68%
Humana Health Plan of Texas (Houston)	10% 27%	63%
Humana Health Plan of Texas (San Antonio)	9% 22%	69%
PacifiCare of Texas (Austin/Dallas)	4 25%	72%
Scott and White Health Plan (Central Texas)	6 26%	68%
<sup>1</sup> UNICARE Health Plans (Southeast Texas)	8 27%	65%
<sup>1</sup> United Healthcare of Texas, Inc. (Austin/San Antonio)	6 32%	61%
<sup>1</sup> United Healthcare of Texas, Inc. (Corpus Christi/Houston)	8 29%	63%

<sup>&</sup>lt;sup>1</sup>Includes HMO & POS products. (See page 5 for explanation.)

### Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

### **State Average = 32%**

Aetna Health Inc. (Austin)	26%
Aetna Health Inc. (Dallas/Ft Worth)	31%
Aetna Health Inc. (El Paso)	28%
Aetna Health Inc. (Houston)	28%
Aetna Health Inc. (San Antonio)	27%
CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)	FTR
CIGNA HealthCare of Texas, Inc. (Houston/South Tx)	FTR
Community First Health Plans (San Antonio)	37%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	44%
FIRSTCARE (Lubbock)	34%
FIRSTCARE (Waco)	35%
Great-West Healthcare of Texas (Austin/Dallas/Houston)	23%
HMO Blue Texas (Austin)	37%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	41%
HMO Blue Texas (Dallas/Ft Worth)	33%
HMO Blue Texas (East/West Texas)	33%
HMO Blue Texas (Houston)	32%
Humana Health Plan of Texas (Austin)	25%
Humana Health Plan of Texas (Corpus Christi)	23%
Humana Health Plan of Texas (Houston)	19%
Humana Health Plan of Texas (San Antonio)	29%
Mercy Health Plans (Laredo)	31%
PacifiCare of Texas (Austin/Dallas)	40%
PacifiCare of Texas (Houston/San Antonio)	40%
Scott and White Health Plan (Central Texas)	38%
UNICARE Health Plans (Southeast Texas)	31%
United Healthcare of Texas, Inc. (Dallas)	29%
United Healthcare of Texas, Inc. (Austin/San Antonio)	26%
United Healthcare of Texas, Inc. (Houston/Corpus Christi)	23%
Valley Baptist Health Plan (Harlingen)	32%

FTR = "Failure to report by service areas as required by Chapter 108.009 (o) of Texas Health and Safety Code"